CONTENTS

EMOTIONAL LABOR SINCE *THE MANAGED HEART*. . . . . *Ronnie J. Steinberg and Deborah M. Figart* 8

THE CONTOURS OF EMOTIONAL LABOR

CARING LABOR. . . . . *Susan Himmelweit* 27

THE COST OF CARING. . . . . *Paula England and Nancy Folbre* 39

COMFORT AND STRUGGLE: EMOTION WORK IN FAMILY LIFE . . . . . *Marjorie L. DeVault* 52

EMOTIONAL LABOR ON THE JOB

CHANGING SCRIPTS AT WORK: MANAGERS AND PROFESSIONALS . . . . . *Gideon Kunda and John Van Maanen* 64

EMOTIONAL LABOR IN SERVICE WORK . . . . . *Robin Leidner* 81

EMOTIONAL LABOR IN ACADEMIA: THE CASE OF PROFESSORS . . . . . *Marcia L. Bellas* 96

POLICE FORCE OR POLICE SERVICE? GENDER AND EMOTIONAL LABOR . . . . . *Susan Ehrlich Martin* 111

EMOTIONAL LABOR AMONG PARALEGALS. . . . . *Jennifer L. Pierce* 127

EMOTIONAL LABOR, ITS MEASUREMENT AND REPERCUSSIONS

EMOTIONAL LABOR IN JOB EVALUATION: REDESIGNING COMPENSATION PRACTICES . . . *Ronnie J. Steinberg* 143

THE PSYCHOSOCIAL CONSEQUENCES OF EMOTIONAL LABOR. . . . . *Amy S. Wharton* 158

EMOTIONAL DEMANDS AT WORK: A JOB CONTENT ANALYSIS . . . . . *Ronnie J. Steinberg and Deborah M. Figart* 177

BOOK DEPARTMENT. 192

INDEX. 229

BOOK DEPARTMENT CONTENTS

INTERNATIONAL RELATIONS AND POLITICS

BLAIS, ANDRÉ, DONALD E. BLAKE, and STÉPHANE DION. *Government, Parties, and Public Sector Employees: Canada, United States, Britain and France.* Sharon L. Sutherland 192

GAMBONE, MICHAEL D. *Eisenhower, Somoza, and the Cold War in Nicaragua, 1953-1961.* Stephen G. Rabe 193

LARSON, DEBORAH WELCH. *Anatomy of Mistrust: U.S.-Soviet Relations During the Cold War.* Steven Lee 194

SKOCPOL, THEDA. *Boomerang: Clinton's Health Security Effort and the Turn Against Government in U.S. Politics.* Lowell Arye 194

SUMIDA, JON TETSURO. *Inventing Grand Strategy and Teaching Command: The Classic Works of Alfred Thayer Mahan Reconsidered.* George H. Quester 195

AFRICA, ASIA, AND LATIN AMERICA

BOROUJERDI, MEHRZAD. *Iranian Intellectuals and the West: The Tormented Triumph of Nativism.* Misagh Parsa 196

JOHNSON, HOWARD. *The Bahamas from Slavery to Servitude, 1783-1933.* Roderick A. McDonald 197

McGUIRE, JAMES W. *Peronism Without Perón: Unions, Parties and Democracy in Argentina.* James P. Brennan 198

SHARKANSKY, IRA. *Policy Making in Israel: Routines for Simple Problems and Coping with the Complex.* B. Guy Peters 199

WIARDA, HOWARD J. *Democracy and Its Discontents: Development, Interdependence, and U.S. Policy in Latin America.* Michael Grow 200

EUROPE

BOYD, CAROLYN P. *Historia Patria: Politics, History, and National Identity in Spain, 1875-1975.* Peter Sahlins 201

TANNER, MARCUS. *Croatia: A Nation Forged in War*; JUDAH, TIM. *The Serbs: History, Myth, and the Destruction of Yugoslavia.* Thomas A. Emmert 202

UNITED STATES

KINDER, DONALD R. and LYNN M. SANDERS. *Divided by Color: Racial Politics and Democratic Ideals.* Yehudi Webster 203

LANDSBERG, BRIAN K. *Enforcing Civil Rights: Race Discrimination and the Department of Justice.* Leland Ware 204

LANE, ROGER. *Murder in America: A History.* Roland Chilton 206

MARSHALL, SUSAN E. *Splintered Sisterhood: Gender and Class in the Campaign Against Woman Suffrage.* Louise A. Tilly 206

ROBERTS, ROBERT N. and MARION T. DOSS, JR. *From Watergate to Whitewater: The Public Integrity War.* David H. Rosenbloom 207

SCHWARZ, JOHN. *Illusions of Opportunity.* Bradley R. Schiller 209

SITTSER, GERALD L. *A Cautious Patriotism: The American Churches and the Second World War.* Andrew Dean Walsh 209

TARR, JOEL A. *The Search for the Ultimate Sink: Urban Pollution Control in Historical Perspective.* Robin L. Einhorn 210

THERNSTROM, STEPHEN and ABIGAIL THERNSTROM. *America in Black and White: One Nation, Indivisible: Race in Modern America.* Gerald D. Jaynes 211

WIETHOFF, WILLIAM. *A Peculiar Humanism: The Judicial Advocacy of Slavery in High Courts of the Old South, 1820-1850.* Alfred L. Brophy 212

SOCIOLOGY

BOYTE, HARRY C. and NANCY N. KARI. *Building America: The Democratic Promise of Public Work.* Mary Dietz 213

CALAVITA, KITTY, HENRY N. PONTELL, and ROBERT H. TILLMAN. *Big Money Crime: Fraud and Politics in the Savings and Loan Crisis.* James R. Barth and R. Dan Brumbaugh 214

KATZ, STEPHEN. *Disciplining Old Age: The Formation of Gerontological Knowledge.* Chang-Ming Hsieh 215

KAWASH, SAMIRA. *Dislocating the Color Line: Identity, Hybridity, and Singularity in African American Literature.* Elaine K. Ginsberg 215

LYNN, RICHARD. *Dysgenics: Genetic Deterioration in Modern Populations.* John C. Loehlin 216

PETERSON DEL MAR, DAVID. *What Trouble I Have Seen: A History of Violence Against Wives.* Roger Lane 217

QUINN, D. MICHAEL. *Same-Sex Dynamics Among Nineteenth-Century Americans: A Mormon Example.* David F. Greenberg 218

RANSOM, JOHN S. *Foucault's Discipline: The Politics of Subjectivity.* David J. McMenamin 219

ROSE, PETER I. *Tempest-Tost: Race, Immigration, and the Dilemmas of Diversity.* Jeremy Hein 220

ECONOMICS

BERK, GERALD. *Alternative Tracks: The Constitution of American Industrial Order, 1865-1917.* Elizabeth Sanders 220